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ABSTRACT

A toll-free adult education information and referral hotline provided information and referral services to approximately 1500 adults in Region IX in Texas from September 1980 to June 1981. Adult education co-ops and testing centers forwarded pertinent program information (class schedules, General Educational Development testing information) to the hot-line for cataloging in a master file. That information was then available to callers from two hot-line operators Monday-Friday, 8:30 a.m. to 9 p.m. Problems included class schedules reflecting incorrect information, difficulty in getting updated information on classes and documentation on referrals, and lack of information dissemination to teachers. Resulting from the project was the recommendation for a central WATTS location for the entire state. To expand upond the narrative, these data are provided: Hotlines calls chart, publicity chart, and project data chart reflecting calls by information requested. Observations accompany each chart. Objectives are then presented, activities to fulfill them are discussed, and evaluation is made regarding whether the objectives were met. The report concludes with evaluations of the hot-line from 12 co-op directors. (YLB)

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ED211698

ADULT EDUCATION
SPECIAL PROJECT

ADULT EDUCATION INFORMATION AND REFERRAL HOT-LINE

By
Jim Morgan, Program Director

Final Report
July 1980 - June 1981

Region IX Education Service Center
Wichita Falls, Texas

July, 1981

CE030937

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TEXAS EDUCATION AGENCY
DIVISION OF ADULT PROGRAMS
201 East 11th Street
Austin, Texas 78701

April 24, 1980

ABSTRACT
SPECIAL PROJECT IN ADULT EDUCATION

1. Full Title of Project

   State-wide Toll-free Adult Education Information and Referral Hot-line Project

2. Name of Agency

   Adult Education Division of Region IX Education Service Center

3. Abstract

The proposed project submitted by the Adult Education Division of Region IX Education Service Center is a state-wide, toll-free adult education information and referral hot-line service. The main objective of the project is to increase program participation of adults working below the 12th grade level and to determine whether such a system is feasible and practical for future state-wide application. Hot-line publicity information would be provided to each co-op (videotape, cassette, posters.) In return each co-op would provide pertinent co-op data to be furnished to hot-line users (class locations, types of programs, local referral numbers, GED Test sites.) The special feature will be increased visibility and accessibility of adult education programs as well as the psychological appeal of a non-threatening toll-free information number. The project is in line with local, state, and national priorities pertaining to enrollment statistics as well as with Adult Education priorities for FY 81. The major contribution of the project will be the reaching of those adults who otherwise might never enroll in an adult education program. Project results will be evaluated independently by each participating co-op and Adult Education Division of Texas Education Agency. Total project results and independent co-op evaluations will be compiled and analyzed by the Adult Education Division of Region IX Education Service Center and disseminated to Adult Education Division of Texas Education Agency, U.S. Office of Education, state and national adult education co-ops, referral agencies and selected national organizations.

INTRODUCTION

The Adult Education Information and Referral Hot-line as outlined in the above abstract provided adult education information and referral services to approximately 1500 adults in Texas from September 1, 1980 to June 19, 1981. The initial proposal was designed to operate state-wide but was later amended to operate within a limited area of Texas to allow for better control and concentration of effort.

At the onset of the project, thirteen adult education cooperatives were directly involved but due to publicity that overlapped into non-participating co-ops, informal participation from additional co-ops resulted.

The basic structure of the Hot-line was simple in design and operated as follows:

Pertinent program information such as class schedules and GED testing information (location, test date, cost, etc.) was forwarded to Region IX by participating co-ops and testing centers for cataloging in a master file. Publicity relative to the Hot-line service was disseminated via the electronic media, newspapers and through posters to social agencies, government agencies and various other referral agencies. Referral information was provided to callers by two Hot-line operators (one full-time and one part-time) Monday through Friday from 8:30 a.m. to 9:00 p.m. Inquiry information on each call was recorded on a master logbook as the chart on the following page indicates.

Hot-line Project Information Log
(Sample)

Date	Time	Name	Location	Address & Telephone	Information Requested	Information Given	Publicity Source	Length of Call
6/6	3:30 p.m.	Betty Avaege	Blue Hill	400 3rd St. 662-0666	GED Class	Schedule for local GED class	TEC poster	4 min
6/6	4:05	John Andrews	Agra	Rt. 6, Box 4 723-4206	ESL class for wife	Location of nearest ESL class	Television	6 min

Many different types of inquires were made throughout the project year. If information was not available in the master file, a search was made to find the information and relay this back to the inquirer.

Co-op directors and testing center directors were sent Documentation/Hot-line Referral Sheets for follow-up program documentation as the following charts denote.

Co-op Region IX ESC

Information of calls through 5/15

Region IX Education Service Center
Adult Education Division

Documentation/Hot-line Referrals

				CO-OP INFORMATION Please Circle One:		
DATE	NAME OF CALLER	ADDRESS AND TELEPHONE NUMBER	TYPE OF REFERRAL	Was Followup Made	Did Caller Enroll	No. of Contact Hrs. Attended
5/1	Jerry McCoy	4210 E. Scott St., Wichita Falls 322-8924	Salvation Army GED Class	Yes No	Yes No	
5/3	Cindy Bates	1302 Fannin St., Vernon, TX 855-2407	Vernon Jr. College GED Class	Yes No	Yes No	

Region IX Education Service Center
Adult Education Division
Adult Education Information and Referral Hot-line Project
GED Testing Information

Testing Center Midwestern University

Information on calls through June 30, 1981

REGION IX INFORMATION				GED TESTING CENTER INFORMATION Please answer questions in the three columns below for each person referred to your testing Center		
Date of Call	Name	Address	Telephone	Did Person Test	Date Tested	Did Person Pass All Tests
4/3	Jamie West	1311 Sycamore St., Wichita Falls	691-4790	Yes	4/25	Yes
4/8	Yvonne Hill	248 W. 8th St. Iowa Park	591-2481	Yes	4/25	Yes

PROBLEMS

Very few problems were encountered with the actual on-going referral activities. Prank calls ranked as the number one problem between caller and operator. Other problems encountered were wrong number, caller refusing to give name, and endurance calls that tied up the line.

Problems did exist when some class schedules reflected incorrect information. There was also difficulty in getting updated information on classes (opening and closing of classes) and documentation on referrals as statistics from this report will reflect. There was a lack of information disseminated to teachers concerning the service which interferred with project potential.

OBSERVATIONS

Approximately 100 inquiries came from callers living in communities where adult education classes did not exist thus indicating that a delivery system needs to be implemented so that all undereducated Texas adults will have access to adult education services.

A statewide adult education dissemination system such as the Adult Education Information and Referral Hot-line needs to be continued and on-going. Fifteen hundred calls within a period of 10 months for a first year project is an excellent indication of the need for this service. Praises come from co-op directors, teachers, students and referral agencies as to the project services and a need for continuance.

Other observation relative to the project will be reflected in statistics elsewhere in the report.

RECOMMENDATIONS

The number one recommendation as a result of this project would be to continue it as is for the following reasons: one central watts location can serve the entire state at a cost not much greater than what one co-op would spend. It is also much easier to organize and coordinate activities from one central location than it would be from several satellite operations.

The second recommendation would be for two or more programs to coop the Hot-line service. This plan would obviously reduce cost but could cause some organization and coordination problems.

The last recommendation would be for a single cooperative to operate independently. This plan would be the easiest to coordinate but the least cost effective plan.

The first recommendation can now be expanded in the form of a plan for the project to operate in a cost-effective way on a continued basis.

Following is a recommendation for operation and minimum breakout cost.

Operation

a) Coop directors would be furnished with a procedural guide outlining project operation from start to finish.

b) Each coop would be furnished a 10-minute 3/4" video tape (approximate cost $15.00) for duplicating PSA's to be given by television stations.

c) Each coop director would agree to furnish necessary follow-up data for project documentation.

(Minimum Cost Breakout)

Installation of the line	$ 60.00
Incoming watts line (12 months)	3300.00
Overtime charges	2000.00
Posters	300.00
Postage	200.00
Part-time operator (5 p.m. to 8 p.m.)	3500.00
TOTAL	$9360.00

Note: Total cost does not include indirect cost

FINAL PRODUCT

A 3/4" videotape cassette containing television PSA's that can be duplicated has been sent to the Division of Adult and Community Education, Texas Education Agency for dissemination to interested coops. To obtain a copy of the tape forward a blank 3/4" videotape cassette to:

Pavlos Roussos, Consultant
Program Planning
Division of Adult and Community Education
Texas Education Agency
201 East Eleventh
Austin, Texas 78701
Telephone Number: (512) 475-3891

DATA

The following data reflects information that was pertinent to the Hot-line operation. The data for the most part will be self explantory but it is necessary to make the following clarifications.

Region IX Education Service Center
Adult Education Division

MONTHLY HOT-LINE CALLS CHART

SEPT.	OCT.	NOV.	DEC.	JAN.
79	115	79	93	207

FEB.	MARCH	APRIL	MAY	JUNE	GRAND TOTAL
351	230	174	103	89	1,520

OBSERVATIONS

The above chart reflects the number of calls by month. It is evident that it took several months for publicity to become effective as September, October and November indicates. Publicity over a wide area had to be conducted on a step-by-step basis coupled with the difficulty of promoting a new concept in adult education. December being a major holiday month is usually slow for adult education attendance. The increase of calls starting in January indicated that publicity efforts had become effective and it is usually associated with a new semester by adult education students. Starting in April and continuing through May and June, Spring activities began to interfere with class attendance as the chart indicates. Although the results in the chart above might not be consistent with monthly attendance figures

around the state, it was consistent with attendance figures at Region IX Education Service Center. Hopefully this chart might help co-op directors in their publicity efforts.

Region IX Education Service Center
Adult Education Division
Hot-line Project

PUBLICITY CHART

PUBLICITY SOURCE	TOTAL CALLS
Newspaper	169
TV	504
Radio	24
Cable TV	96
Poster/TEC	125
Poster/Social Security	41
Poster/TRC	24
Poster/DHR	113
Poster/County Court House	14
Poster/County Probation Office	33
Poster/Public Library	12
Poster/Police Dept.	3
Poster/College Univ.	32
Poster/Recruiting Station	2
Poster/General	73
Friend/Relative	55
Adult Ed. Staff	47
Outreach Center	2
School Flyers	36
Trade School	1
Magazine	1
Newsletter	4
Chamber of Commerce	1
TOTAL	1,404

Note: 116 calls were unrelated

OBSERVATIONS

The publicity chart is self explanatory. Television greatly out distanced the other publicity sources and accounted for nearly 50% of the calls. Obviously, a reason for this is that most households have television sets that are used as prime sources of entertainment. Another reason is that television reaches a wide radius of viewers.

It appears that posters were more effective at locations which offer some type of social service.

A conclusion can be drawn from the publicity source chart that it is advantageous to use a wide variety of publicity sources in promoting adult education services.

Note: Based on experience gained through promoting the Hot-line services, it is recommended that all publicity efforts be transacted on a person-to-person basis rather then by mail or telephone.

PROJECT DATA CHART

The following chart reflects calls by information requested. The reader should pay close attention to information reflecting total calls, information requested by co-ops and testing sites. It was difficult to get an accurate count of persons passing the G.E.D Test primarily because out of forty-four testing centers that were sent referral information, only 50% submitted documentation.

OBJECTIVES

HOT-LINE PROJECT DATA CHART

CO-OP	Total Calls For Adult Ed. Class	Information Requested By Numbers				Follow-up Information (Completed by Co-ops and Testing Centers)				Other Requests							Total Calls
		ABE	GED	High School Dip.	ESL	Number Referred to class	Number Followed up	Number Enrolled in class	Number Passed GED test	Vocational Training	Correspondence Course	Community Ed.	GED Test Info.	GED Test Location	Gen. Info.	Unrelated Calls	
Abilene	20	1	16	1	2	20	20	0	2	3				10	3		33
Amarillo	43		41		2	43	43	21	3	2	1	1	2	16			65
Austin	18	1	15	2		18	4	0	2	1			1	17	1		38
Corpus Christi	3		3			3	3	2					1				4
Corsicana	12		12			12	12	5								1	13
Dallas	320	1	301	9	9	320	50	11	3	10		2	2	48	15	1	398
Fort Worth	142	6	125	2	9	142	49	5	2	3		2		34	4	3	188
Henderson	4		4			2	2	1						3			7
Huntsville	5		4	1		5	3	2						3			8
Killeen	4		4			4	2	1		1	1		1	9			16
Kilgore	3					3			1								3
Lubbock	3		3			2	2	0									3
Mt. Pleasant	45		43	2		45	45	2	2	1				26	1	3	73
Midland	5	1	4			5	4			2				2			9
McAllen	1		1			1	1	1									1
Odessa	22		20	1	1	21	9	5					4	11	5		42
Palestine	1		1			1	1	1						1			2
Plainview	3		3		1	3	3			1				1			5
Rusk	36	1	34	1		31	29	13	4	4	1			4	3	2	50

HOT-LINE PROJECT DATA CHART

CO-OP	Total Calls For Adult Ed. Class	Information Requested By Numbers				Follow-up Information (Completed by Co-ops and Testing Centers)				Other Requests							Total Calls
		ABE	GED	High School Dip.	ESL	Number Referred to class	Number Followed up	Number Enrolled in class	Number Passed GED Test	Vocational Training	Correspondence Course	Community Ed.	GED Test Info.	GED Test Location	Gen. Info.	Unrelated Calls	
San Angelo	15		13	1	1	13	11	4		1				3	1		20
Sherman	23		22		1	18	18	6	3				6	31	7	2	69
Smithville	16		14		2	12	12	3	2	1			5	18	1		41
Sweetwater	1		1			1	1	1						1	3		5
Valley View	48		47	1		40	35	13	2	4		2	2	21			77
Waco	20	1	19			12	12	3		1			4	1			26
Wichita Falls	185	5	165	3	12	185	185	90	5	16	16	6	8	47	29		311
*Beaumont	1		1			1											1
*Beeville	1		1														1
*Big Spring										1				2			3
*Brownsville															1		1
*College of Mainland															1		1
*Comal	3		3										1		1		5
*Houston	3	2	1										1		1		5
*Southwest Jr. College	2		2										2	1			5
TOTAL	1006	19	923	24	40	960	556	235	31	56	99	13	30	310	77	12	3520

*Calls from co-ops where follow-up information was not requested

OBJECTIVES

Objective 1.7

By March 30, 1980, an inquiry was conducted to determine the feasibility of a Toll-free Adult Education Information and Referral Hot-line as measured by indicated needs and documented responses.

Accomplishment/Extent objective was met.

A random sampling of ten state co-op directors, five Region IX ESC programs, two adult education directors from outside Texas, (Utah and Virginia), five state GED Testing Centers, several businesses, referral agencies and government agencies was carried out. All persons and agencies contacted indicated a definite need for the Hot-line Project.

Evaluation

Entire objective was met.

Objective 1.2

By April 23, 1980 statewide participation in the Hot-line Project will be determined as measured by the number of co-op directors who agree to participate.

Accomplishment/Extent objective was met.

Forty-six directors were contacted by April 23, 1980. All forty-six directors agreed to participate in the Hot-line Project.

Evaluation

Objective was completely met.

Objective 2.1

By July 30, 1980, strategies, procedures, and materials will be developed for the overall delivery system of the Hot-line Project as measured by printing a Hot-line manual and developing a publicity kit as measured by submittal to each participating co-op.

Accomplishment/Extent objective was met.

A Hot-line manual (including guidelines) and a publicity kit were developed and ready for dissemination by July 30, 1980. Since the project was now limited to nine co-ops in the North Texas area, delivery of the manual and kits was made at the regional directors workshop in Denton on August 7, 1980. As additional co-ops requested to participate, a manual and publicity kit were either sent by mail or hand-delivered to the co-op.

Evaluation

The objective was totally met.

Objective 3.1

By August 15, 1980 a Hot-line operator will have been hired and trained as outlined in the operation strategies.

Accomplishment/Extent objective was met.

The Hot-line operator was hired on September 1, 1980 and was trained by September 8, 1980. A decision was made to delay hiring the operator until September since most co-ops across the state do not begin the bulk of their classes till September 1.

Evaluation

Objective was met in that Hot-line operator was hired and trained at a date that was appropriate to facilitate the Hot-line Project.

Objective 3.2

From August 15, 1980 to May 30, 1981 the Hot-line Project will be in operation as measured by outlined strategies and procedures.

Accomplishment/Extent objective was met.

The Hot-line operation was extended to June 19, 1981 due to Hot-line activity. All inquiries were answered and appropriate information given to each caller. Referral data was submitted to co-ops each week (in which a call or calls had come from their co-op) for the purpose of followup.

Evaluation

The objective was met completely.

Objective 4.1

By July 30, 1981 results of the Hot-line will be gathered, reviewed and compiled.

Accomplishment/Extent objective was met.

Hot-line results (referral documentation) was requested for all co-ops and GED Testing Centers that had been sent referral sheets. All documentation received was reviewed, tabulated, and compiled.

Evaluation

The objective was partially met as not all co-ops and testing centers submitted followup documentation.

Objective 5.2

By August 30, 1981 each of the participating co-ops will have evaluated the results for their co-op as measured by local statistics.

Accomplishment/Extent objective was met.

Each co-op that received referral documentation sheets was requested to evaluate the results accordingly and to submit an informal evaluation to Region IX ESC.

Evaluation

The objective was partially met as not all co-ops who revieved referrals submitted an evaluation.

Objective 5.3

Not applicable (outside evaluator not utilized)

Objective 5.4

From July 1, 1980 to project conclusion Texas Education Agency will be provided a written evaluation of the Hot-line Project as measured by quarterly evaluations submitted.

Accomplishment/Extent objective was met.

Quarterly evaluations were mailed to Texas Education Agency.

Evaluation

Evaluation done by June 30, 1981

Objective 5.5

By July 31, 1981 final results of the Hot-line Project will be disseminated to the Division of Adult and Community Education, Texas Education Agency, selected statewide co-op

directors and national programs.

Evaluation

Completed as stated in Objective 5.5.

CO-OP DIRECTORS' EVALUATIONS

Education Service Center region IX

H. M. Fullerton, Ed. D
Executive Director

Board of Directors
James Irl Montgomery
Chairman
J. H. Jones, Jr.
Vice Chairman
Fred Parkey
Secretary
L. A. Berend
Jimmy Fitts
Hunter M. Jones
James Kunkel

M E M O R A N D U M

July 22, 1981

TO: Dr. John Redd

FROM: Jim Morgan

SUBJECT: Evaluation of Hot-line Project

Would you please take a few minutes of your time to evaluate the Adult Education Information and Referral Hot-line. You are being sent this evaluation form because your co-op received a call(s) on the hot-line this year.

Was the Hot-line beneficial to your co-op? Yes

Why or why not? Public Awareness of location for classes

What feature or features did you like or dislike about the hot-line?

Dislike the follow up

List ways in which the hot-line services could be improved:

Discontinue follow up -

Would you choose to participate in the Hot-line project if it were to be continued in 1982-83?

Yes

John H. Redd
Co-op Director

Dallas/Rockwall
Co-op

23 301 Loop 11, Wichita Falls, Texas 76305, (817) 322-6928

Education Service Center region IX

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Secretary
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James Kunkel

M E M O R A N D U M

July 22, 1981

TO: Morris Foster

FROM: Jim Morgan

SUBJECT: Evaluation of Hot-line Project

Would you please take a few minutes of your time to evaluate the Adult Education Information and Referral Hot-line. You are being sent this evaluation form because your co-op received a call(s) on the hot-line this year.

Was the Hot-line beneficial to your co-op? No

Why or why not? I [illegible]

What feature or features did you like or dislike about the hot-line?

List ways in which the hot-line services could be improved:

Would you choose to participate in the Hot-line project if it were to be continued in 1982-83?

[illegible]
Co-op Director

[illegible]
Co-op

301 Loop 11, Wichita Falls, Texas 76305, (817) 322-6928

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James Kunkel

M E M O R A N D U M

July 22, 1981

TO: Steve Condict

FROM: Jim Morgan

SUBJECT: Evaluation of Hot-line Project

Would you please take a few minutes of your time to evaluate the Adult Education Information and Referral Hot-line. You are being sent this evaluation form because your co-op received a call(s) on the hot-line this year.

Was the Hot-line beneficial to your co-op? yes

Why or why not? gave additional information with lasting effects.

What feature or features did you like or dislike about the hot-line?

good opportunity for interested people to make contact

List ways in which the hot-line services could be improved:

no suggestions

Would you choose to participate in the Hot-line project if it were to be continued in 1982-83?

yes

Bud Connally
Co-op Director

Region XVI ESC
Co-op

301 Loop 11, Wichita Falls, Texas 76305, (817) 322-6928

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Hunter M. Jones
James Kunkel

M E M O R A N D U M

July 22, 1981

TO: C. D. Henry

FROM: Jim Morgan

SUBJECT: Evaluation of Hot-line Project

Would you please take a few minutes of your time to evaluate the Adult Education Information and Referral Hot-line. You are being sent this evaluation form because your co-op received a call(s) on the hot-line this year.

Was the Hot-line beneficial to your co-op? _____

Why or why not? _____

_____

What feature or features did you like or dislike about the hot-line?

_____

_____

List ways in which the hot-line services could be improved:

_____

_____

_____

Would you choose to participate in the Hot-line project if it were to be continued in 1982-83?

_____

_____ _____

Co-op Director Co-op

301 Loop 11, Wichita Falls, Texas 76305, (817) 322-6928

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Hunter M. Jones
James Kunkel

M E M O R A N D U M

July 22, 1981

TO: Dr. Donald Crockett

FROM: Jim Morgan

SUBJECT: Evaluation of Hot-line Project

Would you please take a few minutes of your time to evaluate the Adult Education Information and Referral Hot-line. You are being sent this evaluation form because your co-op received a call(s) on the hot-line this year.

Was the Hot-line beneficial to your co-op? _____

Why or why not? _____

_____

What feature or features did you like or dislike about the hot-line?

_____

_____

List ways in which the hot-line services could be improved:

_____

_____

_____

Would you choose to participate in the Hot-line project if it were to be continued in 1982-83?

_____

_____ _____

Co-op Director Co-op

301 Loop 11, Wichita Falls, Texas 76305, (817) 322-6928

Education Service Center region IX

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James Kunkel

M E M O R A N D U M

July 22, 1981

TO: Billy Watson

FROM: Jim Morgan

SUBJECT: Evaluation of Hot-line Project

Would you please take a few minutes of your time to evaluate the Adult Education Information and Referral Hot-line. You are being sent this evaluation form because your co-op received a call(s) on the hot-line this year.

Was the Hot-line beneficial to your co-op? yes

Why or why not? Gave us more radio publicity and caused 26 people to call and inquire about the program.

What feature or features did you like or dislike about the hot-line?

I liked the Radio P.R. Training best. All ABE staff in Texas need more Radio, T.V., and Newspaper P.R. Training - On the spot training.

List ways in which the hot-line services could be improved:

Coordinated with Project TRENDS. It could serve as an information center for Directors, Teachers, Counselors, and Aides if allowed to be Two-Way Toll Free. Also send information directly to ALCs.

Would you choose to participate in the Hot-line project if it were to be continued in 1982-83?

yes

Billy Watson
Co-op Director

Rusk I.S.D.
Co-op

301 Loop 11, Wichita Falls, Texas 76305, (817) 322-6928

Education Service Center region IX

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Secretary
L. A. Berend
Jimmy Fitts
Hunter M. Jones
James Kunkel

M E M O R A N D U M

July 22, 1981

TO: Wanda Phillips

FROM: Jim Morgan

SUBJECT: Evaluation of Hot-line Project

Would you please take a few minutes of your time to evaluate the Adult Education Information and Referral Hot-line. You are being sent this evaluation form because your co-op received a call(s) on the hot-line this year.

Was the Hot-line beneficial to your co-op? yes

Why or why not? Several calls were received

from us

What feature or features did you like or dislike about the hot-line?

Having a number to call

List ways in which the hot-line services could be improved:

None known

Would you choose to participate in the Hot-line project if it were to be continued in 1982-83?

Yes

Wanda Phillips
Co-op Director

[illegible]
Co-op

301 Loop 11, Wichita Falls, Texas 76305, (817) 322-6928

Education Service Center region IX

H. M. Fullerton, Ed. D
Executive Director

Board of Directors
James Irl Montgomery
Chairman
J. H. Jones, Jr.
Vice Chairman
Fred Parkey
Secretary
L. A. Berend
Jimmy Fitts
Hunter M. Jones
James Kunkel

M E M O R A N D U M

July 22, 1981

TO: Billie Chambers

FROM: Jim Morgan

SUBJECT: Evaluation of Hot-line Project

Would you please take a few minutes of your time to evaluate the Adult Education Information and Referral Hot-line. You are being sent this evaluation form because your co-op received a call(s) on the hot-line this year.

Was the Hot-line beneficial to your co-op? _____

Why or why not? _____

_____

What feature or features did you like or dislike about the hot-line?

_____

_____

List ways in which the hot-line services could be improved:

_____

_____

_____

Would you choose to participate in the Hot-line project if it were to be continued in 1982-83?

_____

_____ _____

Co-op Director Co-op

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Jimmy Fitts
Hunter M. Jones
James Kunkel

M E M O R A N D U M

July 22, 1981

TO: Travis Jackson

FROM: Jim Morgan

SUBJECT: Evaluation of Hot-line Project

Would you please take a few minutes of your time to evaluate the Adult Education Information and Referral Hot-line. You are being sent this evaluation form because your co-op received a call(s) on the hot-line this year.

Was the Hot-line beneficial to your co-op? Yes

Why or why not? Many adults learned about the adult program through this media.

What feature or features did you like or dislike about the hot-line?

List ways in which the hot-line services could be improved:

Would you choose to participate in the Hot-line project if it were to be continued in 1982-83?

Yes

J. Travis Jackson
Co-op Director

Mt. Pleasant
Co-op

301 Loop 11, Wichita Falls, Texas 76305, (817) 322-6928

Education Service Center region IX

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Secretary
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Jimmy Fitts
Hunter M. Jones
James Kunkel

M E M O R A N D U M

July 22, 1981

TO: Mary Torres

FROM: Jim Morgan

SUBJECT. Evaluation of Hot-line Project

Would you please take a few minutes of your time to evaluate the Adult Education Information and Referral Hot-line. You are being sent this evaluation form because your co-op received a call(s) on the hot-line this year.

Was the Hot-line beneficial to your co-op? _____

Why or why not? _____

_____

What feature or features did you like or dislike about the hot-line?

_____

_____

List ways in which the hot-line services could be improved:

_____

_____

_____

Would you choose to participate in the Hot-line project if it were to be continued in 1982-83?

_____

_____ _____
Co-op Director Co-op

301 Loop 11, Wichita Falls, Texas 76305, (817) 322-6928

Education Service Center region IX

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Secretary
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Jimmy Fitts
Hunter M. Jones
James Kunkel

M E M O R A N D U M

July 22, 1981

TO: Clarice Claiborne

FROM: Jim Morgan

SUBJECT: Evaluation of Hot-line Project

Would you please take a few minutes of your time to evaluate the Adult Education Information and Referral Hot-line. You are being sent this evaluation form because your co-op received a call(s) on the hot-line this year.

Was the Hot-line beneficial to your co-op? Yes

Why or why not? It assisted with publicity, all over our entire Co-op

What feature or features did you like or dislike about the hot-line?

It is a real service to our adult students to be able to call from anywhere & get information.

List ways in which the hot-line services could be improved:

It would be helpful to have 24 hour service 12 months of the year.

Would you choose to participate in the Hot-line project if it were to be continued in 1982-83?

Definitely Yes

Clarice Claiborne
Co-op Director

Odessa College
Co-op

301 Loop 11, Wichita Falls, Texas 76305, (817) 322-6928